

## ABSTRAK

Penelitian ini bertujuan untuk menguji dan menganalisis peningkatan Kinerja Karyawan melalui *Perceived Organizational Support* dan *Psychological Empoworment* dengan *Organizational Citizenship Behavior* sebagai variabel mediasi di Rumah Sakit Islam Sultan Agung Semarang.

Dalam penelitian ini menggunakan penelitian Exsplanatory dengan penelitian kuantitatif, quesioner di gunakan sebagai alat dalam mengumpulkan data untuk menjelaskan antara Kinerja Karyawan, *Perceived Organizational Support*, *Psychological Empoworment* dan *Organizational Citizenship Behavior*

Hasil yang di peroleh *Perceived Organizational Support* berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior*. *Psychological Empoworment* berpengaruh positif signifikan terhadap *Organizational Citizenship Behavior*. Variabel *Perceived Organizational Support* berpengaruh positif signifikan terhadap Kinerja Karyawan. *Psychological Empoworment* berpengaruh positif dan signifikan terhadap Kinerja Karyawan, dan *Organizational Citizenship Behavior* berpengaruh positif dan signifikan terhadap Kinerja Karyawan.

**Kata kunci** : *Perceived Organizational Support*, *Psychological Empoworment*, *Organizational Citizenship Behavior* dan *Kinerja Karyawan*

## **ABSTRACT**

This study aims to test and analyze employee performance improvement through Perceived Organizational Support and Psychological Empowerment with Organizational Citizenship Behavior as a mediating variable at Sultan Agung Islamic Hospital in Semarang.

In this study using the Explanatory research with quantitative research, the questionnaire was used as a tool in gathering data to explain between Employee Performance, Perceived Organizational Support, Psychological Empowerment and Organizational Citizenship Behavior

The results obtained by Perceived Organizational Support have a positive and significant effect on Organizational Citizenship Behavior. Psychological Empowerment has a significant positive effect on Organizational Citizenship Behavior. Perceived Organizational Support Variable has a significant positive effect on Employee Performance. Psychological Empowerment has a positive and significant effect on Employee Performance, and Organizational Citizenship Behavior has a positive and significant effect on Employee Performance.

**Keywords:** Perceived Organizational Support, Psychological Empowerment, Organizational Citizenship Behavior and Employee Performance